

GLENOAKS STATION Docket: 1364982 - 91504		
Item	Document	Date Posted
1.	Request/approval to study for discontinuance	02/04/2011
2.	Notice (if appropriate) to Headquarters of suspension	02/04/2011
3.	Notice (if appropriate) to customers/district personnel of suspension	01/20/2011
4.	Highway map with community highlighted	01/20/2011
5.	Inspection Service/local law enforcement vandalism reports	02/04/2011
6.	Form 4920, Post Office Fact Sheet	03/17/2011
7.	NEPA Worksheet	04/29/2013
8.	Financial Workbook	04/29/2013
9.	Recommendation and Service Replacement Type	03/17/2011
10.	PM Letter Instructions Cover letter, questionnaire, and enclosures	03/21/2011
11.	Community meeting roster	05/02/2011
12.	Community meeting letter	03/11/2011
13.	Proposal checklist	06/07/2011
14.	District notification to Government Affairs	06/07/2011
15.	Instructions to postmaster/OIC to post proposal	06/07/2011
16.	Invitation for comments exhibit	06/07/2011
17.	Proposal exhibit	06/07/2011
18.	Comment form exhibit	06/07/2011
19.	Instructions for postmaster/OIC to remove proposal	06/07/2011
20.	Postal Service response letters to returned customer questionnaires	05/26/2011
21.	Analysis of questionnaires	01/20/2011
22.	Community meeting analysis	05/26/2011
23.	Round-date stamped proposals and invitations for comments from affected offices	08/09/2011
24.	Notification of taking proposal and comments under internal consideration	06/07/2011
25.	Postal Service response letters to returned Proposal comments	08/09/2011
26.	Proposal Analysis of comments	08/09/2011
27.	Petition and Postal Service response letter (if appropriate)	03/21/2011
28.	Congressional inquiry and Postal Service response letter (if appropriate)	06/07/2011
29.	Log of Post Office discontinuance actions	08/09/2011

30.	Certification of record	08/09/2011
31.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	08/17/2011
32.	Headquarters acknowledgment of receipt of record	08/30/2011
33.	Vice president, Delivery and Retail, instruction letter	05/31/2013
34.	Instruction letter to postmaster/OIC on posting	06/19/2013
35.	Final determination from Headquarters	05/31/2013
36.	Round-date stamped final determination cover sheets	07/16/2013
37.	Postal Bulletin Post Office Change Announcement	07/17/2013
38.	NOTICE OF FINAL DETERMINATION	06/20/2013]]]

39. Memo to Record

07/17/2013

40. PO Survey Sheet

07/19/2013

41. Community Survey Sheet

07/19/2013

42. PO Closing on Consolidation Proposal Fact Sheet

07/19/2013

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service			
Office Name:	<u>GLENOAKS</u>		
Office Zip+4	<u>91504-9998</u>	District:	<u>SIERRA COASTAL PFC</u>
1.	Enter the number of additional boxes to be added to the route	<u>0</u>	x 3.64 hours per year <u>0.00</u>
2.	Enter the number of additional miles to be added to the route	<u>0.00</u>	x 10.40 hours per year <u>0.00</u>
Total time added to the route			<u>0.00</u>
3.	Enter the HCR hourly rate (Contact Area Manager, Purchasing/Contracting Officer)		<u>0.00</u>
Total additional compensation (HCR hourly rate x total time added to the route)			<u>0.00</u>

Rural Route Cost Analysis Form

Rural Route Carrier
 Estimated Cost for Alternative Replacement Service

Office Name: GLENOAKS
 Office Zip+4: 91504-9998

District: SIERRA COASTAL PFC

1. Enter the number of additional boxes to be added to the rural route 0

2. Enter the number of additional miles to be added to the route 0.00
 Enter the volume factor 0.00

Total (additional boxes x volume factor) 0.00

3. Enter the number of additional boxes to be added to the rural route 0
 Centralized boxes 0.00 x 1.00 Min 0.00
 Regular L route boxes 0.00 x 1.82 Min 0.00
 Regular Non-L route boxes 0.00 x 2.00 Min 0.00

Total additional box allowance 0.00

4. Enter the number of additional daily miles to be added to the rural route 0.00 x 12 Mileage Standard 0.00

Total additional minutes per week (miles carried to two decimal places) 0.00

5. Total additional annual minutes (additional minutes per week year) 0.00 x 52 Weeks 0.00

6. Total additional annual hours (additional annual minutes / 60 minutes per hour) 0.00 / 60 Minutes 0.00

7. Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated) 0.00

Total Annual Cost (additional annual hours x rural cost per hour) 0.00

8. Enter lock pouch allowance (if applicable) 0.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 0.00

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ITEM NO 23
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Date of Posting: 06/09/2011

Date of Removal: 08/10/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE GLENDALE, CA STATION
AND CONTINUE TO PROVIDE
SERVICE BY CITY DELIVERY

To the customers of the Glendale Station

The Postal Service is considering the close of the Glendale Station for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/09/2011 through 08/10/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Glendale Station and Burbank Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JANIS BUONARATI
28201 FRANKLIN PARKWAY
SANTA CLARITA, CA 91383-9998

For more information, you may call JANIS BUONARATI at (661) 775-6749 or write to the above address.

Thank you for your assistance.

VIKki NOBLITT
28201 FRANKLIN PARKWAY
SANTA CLARITA, CA 91383-9998



DOCKET NO 1364982-91504
ITEM NO 23
PAGE 3

Date of Posting: 06/09/2011

Posting Round Date:

Date of Removal: 06/10/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE GLENOAKS, CA STATION
AND CONTINUE TO PROVIDE
SERVICE BY CITY DELIVERY

DOCKET NUMBER 1364982 - 91504



I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Glenoaks, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

The office is being studied for possible closing or consolidation due to the following reasons: Glenoaks Station is being considered for a consolidation into Burbank Downtown station.

The Glenoaks Station, 09:00 - 17:00 Monday - Friday, Closed Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 416 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 838 transaction(s) accounting for 1,079 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by city delivery. Office receipts for the last 3 years were: \$12,205,413 (31,837 revenue units) in FY 2008; \$11,711,954 (30,548 revenue units) in FY 2009; and \$10,925,970 (28,498 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 30, 2011, representatives from the Postal Service were available at 1834 San Fernando, Burbank, CA to answer questions and provide information to customers. 2 customer(s) attended the meeting.

On March 21, 2011, 1000 questionnaires were distributed to delivery customers of the Glenoaks Station. Questionnaires were also available over the counter for retail customers at the Glenoaks Station. 132 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 33 favorable, 83 unfavorable, and 16 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Burbank Post Office, an EAS-22 level office. Window service hours at the Burbank Post Office are from 09:00 18:30, Monday through Friday, and 09:00 15:00 on Saturday. There are 236 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry.

1. Concern: Customer expressed a concern about package delivery and pickup.
Response: The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
2. Concern: Customers expressed concern for loss of community identity.
Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. Concern: Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.
Response: The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.



Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Glenoaks is an unincorporated community located in Los Angeles County. The community is administered politically by City of Burbank. Police protection is provided by the City of Burbank. Fire protection is provided by the City of Burbank. The community is comprised of Retirees, self employed, commuters, students, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Many businesses in the Burbank area. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Glenoaks Station will be available at the Burbank Post Office. Government forms normally provided by the Post Office will also be available at the Burbank Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

Any employees assigned to this office will be reassigned to another facility.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 47,595 with a breakdown as follows:

Clerk Savings	\$ 35,852
Fringe Benefits @ 33.5%	\$ 11,943
Annual Lease Costs	+ \$ 0
Total Annual Costs	\$ 47,595
Less Annual Cost of Replacement Service	- \$ 0
Total Annual Savings	<u>\$ 47,595</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Glenoaks, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

The Glenoaks Station provided delivery and retail service to 416 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 838. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$47,595 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Glenoaks Station and Burbank Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

VIKKI NOBLITT
Manager, Post Office Operations

06/09/2011
Date



Post Office Survey Sheet

Post Office Name GLENOAKS ZIP+4 91504-9998
 Congressional District 29th Date 03/11/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

2. Is the facility accessible to persons with disabilities? ☐ Yes ☐ No

3. Lease terms? 30-day cancellation clause? _____

4. Are suitable alternate quarters available for an independent Post Office? If so, where? _____

5. List potential CPO sites. _____

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address. _____

7. Which career and non-career employees will be affected and what accommodations will be made for them?

Barbara Turner John Apesamis

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

yes collection left - Right now A CARRIER takes

How many Post Office boxes are installed? 1029 0

How many Post Office boxes are used? 416

What are the window service hours? 9AM-1700 09:00 - 18:30 M-F

Closed -09:00-15:00 S

What are the lobby hours? 24hrs M-F

24hrs S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/DIC? Explain.

no

new mailer
picks
mail from
this
location

Post Office Survey Sheet (continued)

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)?	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated?	
13.	Rural delivery/HCR delivery	
a.	What is current evaluation?	
b.	Will this change result in the route being overburdened?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, what accommodations will be made to adjust the route?	
c.	How many boxes and miles will be added to the route?	0, box 0.00 Miles
d.	What would be the additional annual expense if the route is increased?	0
e.	What is the one-time cost of CBU/parcel locker installation (if appropriate)?	0
f.	At what time of the day does the carrier begin delivery to the community?	
	Will this delivery time be affected if the office is discontinued? (Y or N)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, how?	0
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less	

Community Survey Sheet

Community Survey Sheet

Post Office Name GLENOAKS ZIP+4 91504-9998
Congressional District 29th Date 03/17/2011

1. Incorporated?

☐ Yes ☒ No

Local government provided by:

Police protection provided by:

Fire protection provided by:

School location:

City of Burbank
City of Burbank
City of Burbank
City of Burbank

2. What population growth is expected? (Please document your source)

none

3. What residential, commercial, or business growth is expected? (Please document your source)

none

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
(Check with the field real estate office when verification is needed.)

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

Retirees - Self employed - Students - Commuters

Which nonpostal services are provided by the Post Office (e.g., public bulletin board,
school bus stop, community meeting location, voting place, government form distribution center.

6. Do employees of the office offer assistance to senior citizens and handicapped)?
What provisions can be made for these services if the Post Office is discontinued?

n/a

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date, Prepared 03/17/2012
2. Post Office Name GLENDAKS		3. State and ZIP + 4 Code CA 91504-9698		
4. District, Customer Service SIERRA COASTAL PFC	5. Area, Customer Service PACIFIC	6. County Los Angeles	7. Congressional District 20th	
8. Reason for Proposal to Discontinue Glendaks Station is being considered for a consolidation into Burbank Downtown station		9. PO Emergency Suspension (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service
11. Staffing		12. Hours of Service		
a. <input type="checkbox"/> PM Occupied <input checked="" type="checkbox"/> PM Vacancy Reason & Date: 1/10/1/1900 b. <input type="checkbox"/> CEC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150)EAS-0 Downgraded from EAS-0 d. No. of Clerks-0 No. of Career-0 No. of Non-Career-0 e. No. of Others-0 No. of Career-0 No. of Non-Career-0		a. Time M-F 09:00 - 17:00 b. Sat 09:00 - 15:00 c. Lobby Time M-F d. Sat closed e. Total Window Hours Per Week f. 24hrs 24hrs g. 0.00		
13. Number of Customers Served		14. Daily Volume (Pieces)		
a. General Delivery 0 b. P.O. Box 416 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 416 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 838.00		Types of Mail a. First-Class 505 b. Newspaper 105 c. Parcel 10 d. Other 0 e. Total 620 f. No. of Postage Meters 0 g. No. of Permits 0		
Finances a. FY 2008 2009 2010		Receipts \$ 12,205,413 \$ 11,711,954 \$ 10,825,970 b. EAS Step 1 PM Basic Salary (no Colab.) \$ 0 c. PM Fringe Benefits (33.5% of Salary) \$ 0		
15a. Quarters				
<input type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (If Leased, Expiration Date) 01/01/1250 Annual Lease \$ 0 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes must vacate by) Located in <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
15b. Explain:				
17. Schools, Churches and Organization in Service Area No. 0 4		18. Administrative/Emergency Office (Proposed) Name BURBANK PO EAS Level 22 Miles Away 1.4 Window Service Hours M-F 09:00 18:30 SAT 09:00 15:00 Lobby Hours M-F SAT PO Boxes Available 0		
19. Businesses in Service Area No. 0 200		20. Nearest Post Office (if different from above) Name BURBANK PO EAS Level 22 Miles Away 2.3 Window Service Hours M-F 09:00 18:30 SAT 09:00 15:00 Lobby Hours M-F SAT PO Boxes Available 0		
21. Prepared by				
Printed Name and Title JANIS BUONARATI		Signature JANIS BUONARATI		Telephone No. At. 0 (081) 775-6749
PO Discontinuance Coordinator Name JANIS BUONARATI		Telephone No. AC () (081) 775-6749		Location SANTA CLARITA, CA